

DEPARTMENT OF SOCIAL SERVICES

Community Care Licensing Division
Northern California Children's Residential Licensing
Regional Office and Out-of-State Certification Program
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**OUT-OF-STATE ANNUAL REVIEW****NASHUA CHILDREN'S HOME**

125 Amherst Street, Nashua, New Hampshire 03064
&
86 Concord Street, Nashua, New Hampshire 03064

FACILITY VISIT DATE(S): February 23, 2006

OUT-OF-STATE CERTIFICATION UNIT (OSCU) STAFF MEMBER:

Olaniyan Akyeem, Associate Governmental Program Analyst

PURPOSE OF VISIT:

The Nashua Children's Home (NCH) is seeking re-certification with the State of California, Department of Social Services, Community Care Licensing Division, Out-of-State Certification Unit. The purpose of this visit is to verify the facility is in compliance with California Group Home Licensing Standards in order to re-certify the facilities.

CALIFORNIA PLACING AGENCIES:

Currently, Merced is the only California county agency making placements to these facilities.

FACILITY AND PHYSICAL PLANT OVERVIEW:

NCH is located in Nashua, New Hampshire in the northeast section of the city. The organization has two facilities licensed in this town by the State of New Hampshire. The main facility is located at 125 Amherst Street with a licensed capacity of 43, and the second facility is located at 86 Concord Street, with a licensed capacity for 12. The Amherst facility has four separate living units; latency boys and girls, adolescent boys, and a boy's Independent Living Unit. The Concord Street Home / Independent Living (adolescent girls) is a residential home located in a peaceful and well established neighborhood. The residential program had a total census of 45 residents at the time of the visit including one from California.

The physical plant overview revealed no issues of concern. Both the Amherst and Concord facilities appeared to be operating within compliance of the California licensing standards.

Both facilities provided adequate living space, and plenty of games and recreational activity space. The kitchen, bathrooms, bedrooms and exterior were observed to be clean and in good repair.

FIRE CLEARANCE:

Fire clearances are conducted by the City of Nashua Fire Rescue on an annual basis. According to the Nashua Fire Marshall, the last fire inspection was conducted in August 2005. The Fire Marshall reported that inspection addresses both licensed facilities, Amherst and Concord. There were no areas of deficiencies noted.

NEW HAMPSHIRE LICENSING AND COMPLAINTS:

The facilities are licensed and regulated by the State of New Hampshire, Department of Health and Human Services, Office of Program Support, Bureau of Child Care Licensing. The organization is licensed to operate both the Child Care Institution, for a capacity of 43, and the Group Home, for a capacity of 12.

The last facility evaluation was conducted on October 18, 2004 and included both licensed facilities. A copy of the facility evaluation was provided and reviewed. The licensing report indicated a few deficiencies in staff and client records. NCH received their copy of the evaluation report on July 20, 2004 and responded to the deficiencies on July 22, 2004.

On February 27, 2006, contact was made with the New Hampshire Licensing representative for NCH. The licensing representative reported the last inspection visit to the facility was conducted on October 18, 2004. The licensing representative reported that the Department's intent is to visit each licensed facility at least annually, but reports that this may not always occur. The licensing representative reports that NCH is currently operating under full licensing status. There has been no pending legal action and they have not substantiated any complaints in the last year.

HEALTH DEPARTMENT CLEARANCES:

The State of New Hampshire, Environmental Health Department conducts annual inspections of the food services. According to the last inspection report of February 13, 2006, the facilities received 98% out of 100% for compliance. The last inspection revealed two deficient areas, which since have been corrected.

It is also noted that under the New Hampshire Department of Health and Human Services, Office of Support, Bureau of Child Care Licensing, food services are also regulated under this division on an annual basis.

ADMINISTRATION AND PLAN OF OPERATION:

NCH provided copies of valid licenses for their Child Care Agency. Administrative review revealed no issues related to intake procedures, operating outside of licensing capacity, staff ratios, etc.

Issue: Over the last two years, NCH have not been reporting special incidents or submitting Special Incident Reports (SIR) as required under California Incident Reporting Requirements. (See Emergency Intervention Plan and Incident Reports section of this report.)

This issue is a repeat violation of California licensing standards and an area of concern that was addressed in the last year 2005 annual inspection report.

During the exit review, the California reporting requirement on SIR was re-addressed to both Mr. David Villiotti, Executive Director and Mrs. Sheeelu Joshi-Flegal, Residential Program Director. The review emphasized the necessary and critical information received through SIR to the California Out-of State Program Unit to monitor daily behavioral activity, adjustment to program, and overall health and safety of the child(ren). NCH provided a verbal commitment to immediately implement a plan of correction addressing this issue.

Note: It was further discussed that the California policy on failure to report SIR may result in the de-certification and/or return of all California youth(s) in placement.

PROGRAM REVIEW AND CHANGES (If applicable):

NCH has not had any program changes or additions to the existing program in the last year. During the entrance interview with Mr. Viollotti, it was reported that the overall census is down from the previous year. He reported that NCH has been receiving ongoing referrals from California but are remaining selective to ensure that these referrals are indeed a good fit for both the child and the program.

As of this date, there remains one California youth in the program who is scheduled for a home visit to Alaska at the end on February 28, 2006. If the visit is a success and the child reunifies with his family, NCH would like to retain their California certification even though there will be no other California children in placement

EMERGENCY INTERVENTION PLAN (EIP) / INCIDENT REPORTS (IR):

NCH uses the "Handle With Care" behavior management system.

NCH remains in violation of California OSCU reporting requirements for failure to report special incidents. According to a review of the case file in California, this organization has not reported any special incidents or submitted SIR to California in the past 3 years.

Per California Family Code Section 7911.1 (a), certified out-of-state group homes are required to comply with reporting requirements for each child in care regardless of whether he/she is a California placement. (This issue is addressed in the Plan of Correction.)

PERSONNEL AND CLIENT FILE REVIEW

Personnel and client file reviews revealed no issues of concern.

CLIENT(S) AND PERSONAL RIGHTS (REVIEWED):

Upon admission, each child is informed of his/her personal rights. A copy of the student handbook is provided to each child. The child rights statement document is signed by the child and his/her authorized representative and filed in the child's file.

An interview with the California youth revealed no issues regarding personal rights. The youth indicated that he was aware of his personal rights and had no problems in this area.

Note: The 2005 previous issue pertaining to personal rights (shoes removed) appears to have been corrected.

MEDICAL, DENTAL, AND NUTRITIONAL FOLLOW-UP SERVICES:

All medical and dental visits were properly documented and signed by authorized physicians. Facility does not have a medical clinic on grounds. All medical inquiries are directed to the individual residential counselor who coordinates off-ground appointments. In case of a medical emergency, the child is taken to the hospital or an ambulance is called immediately. Staff are trained in basic First Aid and Cardio Pulmonary Resuscitation. The local hospital is within a few miles from the group homes. Interview with the California resident supported the findings that there are no issues in this area.

TREATMENT SERVICES (COUNSELING, GROUPS, THERAPY ETC):

NCH provides therapy in the areas of individual, group, and family counseling. Group sessions also address common topic issues and concerns specific to the residents and their living environment. It is a mandatory participation for all residents.

The California youth reported that he continues to receive therapy at least weekly.

STAFF ORIENTATION AND TRAINING HOURS:

Review of staff's file revealed no issues regarding training hours. Documentation was found for all training hours.

Staff are required to complete 20 hours of annual training which includes behavior management, practices of child care, crisis management, passive restraints techniques, emergency and safety procedures, first aid and CPR, etc.

SCOPE OF CERTIFICATION REVIEW:

Certification review covered the following areas: programming, intake and discharge procedures, discipline policy, emergency intervention techniques, medical procedures, staff and client file review, facility file review, staff interviews, observation of program and daily activities, criminal record review, personal rights, food services, staff trainings, emergency disaster plan, fire clearance, and all issues pertaining to physical plant.

OUT-OF-STATE CERTIFICATION FINDINGS, VIOLATIONS AND PLAN OF CORRECTIONS:

Licensee is required to prepare a Plan of Correction (POC) that will resolve the following issues:

1. Special Incident Reporting Requirements (SIR): Include how the Agency plans to ensure that IR's are submitted in a timely manner to the Out-of-State Placement and Policy Unit.
 - a. Include how SIR will be submitted even when there are no California youth in placement.

CERTIFICATION DECISION:

The Re-certification will be decided following review of the POC. Please submit a POC for the above issues by **March 20, 2006**.